



STATE OF TENNESSEE
DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT
Workforce Services Division
220 French Landing Drive
Nashville, TN 37243-1002
(615) 741-1031

MEMORANDUM

TO: Windie Wilson, Director of Services, LWDA 3
Commissioner Burns Phillips, Department of Labor and Workforce Development
Commissioner Dr. Candice McQueen, Department of Education
Commissioner Randy Boyd, Department of Economic and Community Development
Commissioner Raquel Hatter, Department of Human Services
Mr. Patrick Jaynes, State Director, Senator Lamar Alexander's Office
Mr. Brent Wiles, State Director, Senator Bob Corker's Office
Congressman John J. Duncan Jr.
Senator Richard Briggs
Representative Martin Daniel
Mayor Madeline Rogero

FROM: Nicholas Bishop *NB*
Director, Grants and Special Projects

DATE: September 13, 2016

SUBJECT: Employee Dislocation Notification
Sitel Operating Corporation
WARN # 20160045

Sitel Operating Corporation has filed an official WARN Notice with the Tennessee Department of Labor and Workforce Development, notifying the agency of a permanent layoff which is effective November 7, 2016. The company stated "There will be a ramp down of just one client and we still serve three other clients at the site. The date of separation is expected to begin on November 7, 2016. The reduction may affect approximately 75 employees the following positions: 68 Customer Service Representatives, 4 Coaches, 2 Coach Apprentices and 1 Operations Manager Apprentice. Full-time Associates affected by the reduction who currently have benefits will remain eligible for benefits through the last day in the month of which they separate. We anticipate that we will be able to redeploy many of these associates to current lines of business." The total number of affected workers is 75. This company is located at 412 N Peters, Knoxville, TN 37922. The company notified the Tennessee Department of Labor and Workforce Development's Dislocated Worker Unit on September 13, 2016.

The employees at the facility are not represented by a collective bargaining agreement. The local Department of Labor and Workforce Development Rapid Response team has been notified to coordinate services for the effected employees.

If you need additional information or have questions, please contact the Dislocated Worker Unit at (615) 741-1031.

For legislative office inquiries concerning this WARN, please contact:
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